Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S27	1146	(713/182).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 13:21
S31	1	S29 and (group near1 key\$1) and (service near1 menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S32	2	S29 and (group near2 key\$1) and (service near2 menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S33	2	S29 and (group near2 key\$1) and (service\$1 with menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S60	2	("20040111629").PN.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:36
S61	674	(713/165).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S62	450	(713/166).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
\$63	416	(713/167).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S64	1319	(713/189).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S65	1896	(713/193).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S66	701	(726/2).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S67	1304	(726/26).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S68	746	(726/27).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S69	386	(726/28).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S70	273	(726/29).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37

			•			
S72	6672	S61 or S62 or S63 or S64 or S65 or S66 or S67 or S68 or S69 or S70	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:38
S73	0	S72 and ((right near1 use) with service\$1)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:39
S74	0	S72 and ((right\$1 near3 use) with service\$1)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:40
S75	51	S72 and ((right\$1 near3 usage\$1) with service\$1)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:40
S76	0	S72 and ((right\$1 near3 usage\$1) with service\$1 with prevent\$3)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:40
S77	5	S72 and ((right\$1 near3 usage\$1) with service\$1 same prevent\$3)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:40
S78	388	(load\$3 near3 class\$2) with service\$1	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/06 13:07
S79	2	S78 and (menu near3 service\$1)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/06 13:07
S80	37.	(group near2 key\$1) and (service\$1 with menu) and (logic)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/06 18:20
S81	2	· ("6,141,530").PN.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 08:11
S82	. 2	("6829301").PN.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 08:11
S83	17	("6141530").URPN.	USPAT	OR	OFF	2007/08/14 08:29
S86	4	("20020095679" "20020156912" "6141530" "6384893").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/08/14 10:44
S87	1	("6829033").URPN.	USPAT	OR	OFF	2007/08/14 10:44
S88	3	S86 or S87	USPAT	OR	OFF	2007/08/14 10:45
S89	5	S86 or S87	US-PGPUB; USPAT	OR	OFF	2007/08/14 11:46
S90	3	"9948296"	US-PGPUB; USPAT; EPO	OR	OFF	2007/08/14 11:53

S91	2	("20030204718").PN.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S92	1313	(726/26).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S93	756	(726/27).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S94	388	(726/28).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S95	275	(726/29).CCLS.	ÚS-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S96	328	(726/30).CCLS.	US-PGPUB; ·USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S98	1330	(713/189).CCLS.	US-PGPUB; USPAT; DERWENT	OR.	OFF	2007/08/14 12:27
S99	1326	(713/182).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:27
S10 0	709	(726/2).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:27
S10 1	5576	S92 or S93 or S94 or S95 or S96 or S98 or S99 or S100	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:27
S10 2	2	S101 and (group near2 key\$1) and (service\$1 with menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S10 3	2	S101 and (group near2 key\$1) and (service near2 menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S10 4	1	S101 and (group near1 key\$1) and (service near1 menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S10 5	. 1326	(713/182).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 13:21

Interderence Search

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	(((deliver\$3 or transmit\$4) with ((adaptor\$1 or configuration\$1 or setting\$1) near3 service\$1)) and (service\$1 near2 menu)).clm.	US-PGPUB; USPAT; DERWENT	OR .	OFF	2007/08/15 09:36
L2	5	((group near2 key\$1) and (service near2 menu)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:36
L3	0	(((select\$3 near3 service\$1) with menu) same (functionality near3 service\$1)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:37
L4	. 1	((server\$1 same (group near1 key\$1)) and (wireless near1 device\$1)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:37
L5	3	((server\$1 and (group near1 key\$1)) and (wireless near1 device\$1)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:37
L6	50	((load\$3 near3 class\$2) with service\$1).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:38
L7	4	(((load\$3 near3 class\$2) with service\$1) and (right\$2 or privileg\$3)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:38

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File 348: EUROPEAN PATENTS 1978-2007/ 200731
           (c) 2007 European Patent Office
File 349:PCT FULLTEXT 1979-2007/UB=20070809UT=20070802
(c) 2007 WIPO/Thomson
                 Description
Set
         Items
                   SERVICE? ?
S1
        310340
       1295792
                   RESOURCE? ? OR PROCESSES OR ASSET? ? OR OBJECT? ?
S2
                   S1:S2(5N)(SELECT???? OR MENU? ? OR OPTION? ? OR SPECIFIE? ?
S3
         83019
                OR SPECIFY? OR CHOOS??? OR CHOICE? ? OR CHOSE? ? OR PICK? ? -
               OR PICKED OR PICKING)
                   S1:S2(5N)(OPT?? OR OPTING OR ALTERNATIVE? ?)
         30883
54
               ADAPTOR? ? OR ADAPTER? ? OR CONFIGURATION? ? OR SETTING? ? OR DRIVER? ?
S5
        953011
                   FUNCTION? ? OR FUNCTIONALIT?
56
       1085011
               RIGHT? ? OR PERMIT? OR PERMIS? OR ALLOW? OR PRIVILEGE? OR -AUTHORIS? OR AUTHORIZ? OR APPROV?
S7
       1675949
                   S7(3N)(USE OR USES OR USED OR USING OR USAGE? ?)
        201114
58
S9
         85666
                   S7(3N)ACCESS???
                   S5(10N)S6
S10
         61313
            700
                   S10(50N)S3:S4
$11
S12
             50
                   S11(100N)S8:S9
                   S12 AND AC=US/PR AND AY=(1963:2002)/PR
             32
S13
             32
                   S12 AND AC=US AND AY=1963:2002
S14
                   S12 AND AC=US AND AY=(1963:2002)/PR
S15
             32
             28
                   S12 AND PY=1963:2002
S16
             38
                   S13:S16
S17
                   IDPAT (sorted in duplicate/non-duplicate order)
IDPAT (primary/non-duplicate records only)
             38
S18
S19
             38
                   s10(100N)s3:s4
s20
           1087
S21
             82
                   520(100N)58:S9
S22
             32
                   S21 NOT S12
                   S22 AND AC=US/PR AND AY=(1963:2002)/PR
S23
             16
S24
                   522 AND AC=US AND AY=1963:2002
             16
S25
                   S22 AND AC=US AND AY=(1963:2002)/PR
             16
                   S22 AND PY=1963:2002
S26
             22
                   s23:s26
             22
S27
                   S27 NOT (SPE()503 OR HOSPITAL()SERVICE? ?)
S28
                  (Item 4 from file: 349)
 28/5, \kappa/13
DIALOG(R) File 349: PCT FULLTEXT
(c) 2007 WIPO/Thomson. All rts. reserv.
00857361
              **Image available**
FINGERPRINT ACTIVATED REMOTE INPUT DEVICE FOR PERSONAL ID RECOGNITION AND
     ACCESS AUTHENTICATION
              D'ENTREE ACTIONNE A DISTANCE PAR EMPREINTE DIGITALE POUR
     IDENTIFICATION PERSONNELLE ET AUTHENTIFICATION DE L'ACCES
Patent Applicant/Inventor:
  HARADA Takeshi, 965 East El Camino Real #811, Sunnyvale, CA 94087, US, US (Residence), JP (Nationality)
OKUBO Wayne T, 10686 Amilet Place, Cupertino, CA 94014, US, US (Residence), US (Nationality)
Legal Representative:
  JOHNSON Doyle B (agent), Crosby, Heafey, Roach & May, Suite 2000, Two Embarcadero Center, San Francisco, CA 94111-4106, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200191057 A2-A3 20011129 (WO 0191057)
                            wo 200191057 A2-A3
                            wo 2000US30451 20001106 (PCT/WO US0030451)
  Application:
Priority Application: US 2000577198 20000523 Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
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File 347: JAPIO Dec 1976-2007/Mar(Updated 070809)
           (c) 2007 JPO & JAPIO
File 350:Derwent WPIX 1963-2007/UD=200751
           (c) 2007 The Thomson Corporation
Set
         Items
                   Description
        396856
                   SERVICE? ?
S1
S2
                   RESOURCE? ? OR PROCESSES OR ASSET? ? OR OBJECT? ?
       1103949
                   S1:S2(5N)(SELECT???? OR MENU? ? OR OPTION? ? OR SPECIFIE? ?
         67809
S3
                 OR SPECIFY? OR CHOOS??? OR CHOICE? ? OR CHOSE? ? OR PICK? ? -
               OR PICKED OR PICKING)
           2559
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S4
               ADAPTOR? ? OR ADAPTER? ? OR CONFIGURATION? ? OR SETTING? ? OR DRIVER? ?
S5
       1408511
                   FUNCTION? ? OR FUNCTIONALIT?
       1066420
S6
               RIGHT? ? OR PERMIT? OR PERMIS? OR ALLOW? OR PRIVILEGE? OR - AUTHORIS? OR AUTHORIZ? OR APPROV?
       2667926
S7
        145310
                   S7(3N) (USE OR USES OR USED OR USING OR USAGE? ?)
S8
                   S7(3N)ACCESS???
s9
         53065
         32530
                   S5(10N)S6
S10
S11
            437
                   S10 AND S3:S4
S12
             35
                   S11 AND S8:S9
                   S12 AND AC=US/PR AND AY=(1963:2002)/PR
S13
             15
                   $12 AND AC=US AND AY=1963:2002
$12 AND AC=US AND AY=(1963:2002)
S14
             26
S15
             26
                   S12 AND PY=1963:2002
             19
S16
             27
S17
                   S13:S16
? t17/69
 17/69/1
               (Item 1 from file: 350)
DIALOG(R) File 350: Derwent WPIX
(c) 2007 The Thomson Corporation. All rts. reserv.
0014281286 - Drawing available
                                                                  Your application
WPI ACC NO: 2004-467804/200444
XRPX ACC NO: N2004-369662
Information service executing method using Internet, involves selecting
devices with functions for performing user selected
                                                                  services and
delivering adaptors generated from service components of function to
Patent Assignee: HITACHI LTD (HITA)
Inventor: KATO H; KAWANO K; KONO K; MIYAO T; SAMEJIMA S; SAMESHIMA S Patent Family (2 patents, 2 countries)
                                     Application
Number
                   Kind
                           Date
                                     Number
                                                      Kind
                                                               Date
                                                                        Update
US 20040111629
                    A1 20040610
                                     us 2003717346
                                                            20031118
                                                                        200444
                                                         Α
                                                                        200444
JP 2004171212
                         20040617
                                     JP 2002335423
                                                            20021119
                    Α
Priority Applications (no., kind, date): JP 2002335423 A 20021119
Patent Details
                                Pg
                                    Dwg
Number
                 Kind
                                           Filing Notes
                        Lan
us 20040111629
                                20
                    Α1
                        ΕN
                                      15
JP 2004171212
                                16
  Alerting Abstract US Al
  NOVELTY - A logic describing specification for implementing a service
selected by a user, is acquired. The server (101) managed devices (102) with functions for performing the requested service are selected. The right for using the functions are acquired, and service components of functions are extracted using the logic. The adaptors generated from the
service components are delivered to the devices for performing service.
  DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:
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File
        2:INSPEC 1898-2007/Jul w5
           (c) 2007 Institution of Electrical Engineers
        6:NTIS 1964-2007/Aug W2
(c) 2007 NTIS, Intl Cpyrght All Rights Res
8:Ei Compendex(R) 1884-2007/Aug W1
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       (c) 2007 Elsevier Eng. Info. Inc. 34:SciSearch(R) Cited Ref Sci 1990-2007/Aug W2
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       65:Inside Conferences 1993-2007/Aug 10
           (c) 2007 BLDSC all rts. reserv
       95:TEME-Technology & Management 1989-2007/Aug w1
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           (c) 2007 FIZ TECHNIK
File
       99: Wilson Appl. Sci & Tech Abs 1983-2007/Jul (c) 2007 The HW Wilson Co.
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           (c) 2007 Info.Sources Inc
File 266:FEDRIP 2007/Jul
          Comp & dist by NTIS, Intl Copyright All Rights Res
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
           (c) 2006 The Thomson Corp
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
           (c) 2002 The Gale Group
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File
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File
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           (c) 2007 CSA.
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         97134
S3
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ADAPTOR? ? OR ADAPTER? ? OR CONFIGURATION? ? OR SETTING? ?
OR DRIVER? ?
S4
         23843
S5 .
       1904822
       5568753
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S6
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       6422637
S8
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         35582
                  .S7(3N)ACCESS???
            584
510
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         45046
                   S5(10N)S6
511
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                   S11 AND (S3:S4 OR S10)
S12
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s13
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S14
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 17/7/10
DIALOG(R) File 35: Dissertation Abs Online
(c) 2007 ProQuest Info&Learning. All rts. reserv.
01847302 ORDER NO: AADAA-I3023238
An integrated and QoS-aware framework for multimedia service management
  Author:
            Xu, Dongyan
  Degree:
            Ph.D.
             2001
  Year:
  Corporate Source/Institution: University of Illinois at Urbana-Champaign
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File 696:DIALOG Telecom. Newsletters 1995-2007/Aug 10
           (c) 2007 Dialog
       15:ABI/Inform(R) 1971-2007/Aug 13
           (c) 2007 ProQuest Info&Learning
       98:General Sci Abs 1984-2007/Jul
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File
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           (c) 1999 Business Wire
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File 624:McGraw-Hill Publications 1985-2007/Aug 13
           (c) 2007 McGraw-Hill Co. Inc
File 634:San Jose Mercury Jun 1985-2007/Aug 09
(c) 2007 San Jose Mercury News
                Computer Fulltext 1988-2007/Sep W2
File 647:CMP
           (c) 2007 CMP Media, LLC
File 674: Computer News Fulltext 1989-2006/Sep W1
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S1
       7783671
                   SERVICE? ?
                RESOURCE? ? OR PROCESSES OR ASSET? ? OR OBJECT? ? S1:S2(5N)(SELECT???? OR MENU? ? OR OPTION? ? OR SPECIFIE? ? OR SPECIFY? OR CHOOS??? OR CHOICE? ? OR CHOSE? ? OR PICK? ? -
S2
       4414695
S3
        365559
               OR PICKED OR PICKING)
                   S1:S2(5N)(OPT?? OR OPTING OR ALTERNATIVE? ?)
         76967
54
                   ADAPTOR? ? OR ADAPTER? ? OR CONFIGURATION? ? OR SETTING? ?
S 5
       1538000
               OR DRIVER? ?
       1410927
                   FUNCTION? ? OR FUNCTIONALIT?
                   RIGHT? ? OR PERMIT? OR PERMIS? OR ALLOW? OR PRIVILEGE? OR -
       7429265
               AUTHORIS? OR AUTHORIZ? OR APPROV?
        278081
S8
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S9
        198472
                   S7(3N)ACCESS???
                   $5(20N)$6
$10(100N)$3:$4
$11(100N)$8:$9
         39169
510
            593
S11
             21
$12
                   s12/2003:2007
S13
                   S12 NOT S13
S14
             17
                   RD (unique items)
S15
                 (Item 1 from file: 613)
 15/3, K/8
DIALOG(R) File 613: PR Newswire
(c) 2007 PR Newswire Association Inc. All rts. reserv.
00523177 20010227SFTU067 (USE FORMAT 7 FOR FULLTEXT)
Talisma Unveils a Different Kind of Crm
PR Newswire
Tuesday, February 27, 2001 09:02 EST
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File 347: JAPIO Dec 1976-2007/Mar(updated 070809)
          (c) 2007 JPO & JAPIO
File 348: EUROPEAN PATENTS 1978-2007/ 200731
          (c) 2007 European Patent Office
File 349:PCT FULLTEXT 1979-2007/UB=20070809UT=20070802
(c) 2007 WIPO/Thomson
File 350:Derwent WPIX 1963-2007/UD=200751
          (c) 2007 The Thomson Corporation
                  Description
Set
         Items
         30507
                  AU=(KATO H? OR KATO, H?)
S1
S2
             36
                   AU=(SAMESHIMA S? OR SAMESHIMA, S?)
          1956
                   AU=(KAWANO K? OR KAWANO, K?)
S3
                   AU=(MIYAO T? OR MIYAO, T?)
54
           637
         33090
                   S1:S4
S5
                  SERVICE? ?(5N)(PROVISION? OR PROVID???)
SERVICE? ?(5N)EXECUT????
        193673
56
         18406
57
                   S5 AND S6 AND S7
S8
             (Item 1 from file: 347)
 8/9/1
DIALOG(R)File 347:JAPIO
(c) 2007 JPO & JAPIO. All rts. reserv.
              **Image available**
08808542
CUSTOMER SERVICE SUPPORT SYSTEM, CUSTOMER SERVICE SUPPORT METHOD, AND
CUSTOMER SERVICE SUPPORT PROGRAM
                2006-201902 [JP 2006201902 A]
PUB. NO.:
                August 03, 2006 (20060803)
PUBLISHED:
INVENTOR(s):
                 KĀTO HITOSHI
APPLICANT(s): HONDA MOTOR CO LTD
                2005-011150 [JP 200511150]
January 19, 2005 (20050119)
APPL. NO.:
FILED:
International Patent Class (v8 + Attributes)
IPC + Level Value Position Status Version Action Source Office:
                     A I F B 20060101 20060707 H JP
  G06Q-0050/00
                      A I L B 20060101 20060707 H JP
A I L B 20060101 20060707 H JP
  G06Q-0010/00
  G060-0030/00
```

ABSTRACT

PROBLEM TO BE SOLVED: To provide a customer service support system and customer service support method capable of supporting customer service of a sales person more effectively than ever.

SOLUTION: An identifying device acquires vehicle identifier data for specifying a vehicle identifier previously assigned to each vehicle. Based on the vehicle identifier, history information data for specifying execution dates of the services performed in the past is acquired. Simultaneously, service information data for specifying an execution interval every service is acquired. An operation processing circuit calculates an expected execution date every service based on the history information data and service information data. The ranking of the services is performed in accordance with an arbitrary reference based on the calculated expected dates. Predetermined services can be presented to the sales person according to the ranking. Therefore, the sales person can exactly propose a service to a consumer.

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8/5/2 (Item 1 from file: 348) DIALOG(R)File 348:EUROPEAN PATENTS